



Peter F. and Linda J. Koscinski
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January 15, 2002

Department of Telecommunications and Energy
C/O Mary L. Cottrell, Secretary
One South Station
Boston, MA 02110

Re: DTE# 01-66 WMECO Comments

Ms. Cottrell,

We are responding to the legal notice dated December 4, 2001 for DTE# 01-66 for comments regarding Western Massachusetts Electric Company (WMECO). For many years we have experienced power outages and have reported many of these directly to WMECO. Each and everytime, they asserted that the problem was within our house and not with the transformer, line to our house, or the service. They mostly recently stated this again in early December 2001.

Several years ago, we had a voltage meter reading device plugged in for several days to record the power usage and spikes. No abnormal readings were found within our house. We had an electrician come and check our circuit breaker box to verify that the electrical connections were secured. And again, had this checked in December 2001. Everything within our house has proven to be well connected and up to electrical code compliance.

When we contacted WMECO in December 2001 to state that we were still having problems, they reiterated that the problem was within our house and not their problem. They wanted to simply dismiss the outages as "squirrels tripping the service," and that power supply automatically restores itself; or, that storms with high winds will trip the service. Although, some of the outages may be attributed to these factors many of the outages we experienced were on calm and sunny days. I had to urge, no actually, it was more like begging them to send someone to look at our service to be certain. When I asked for a timeline for how soon someone could arrive, the man rudely responded, "sometime within the next few days." At minimum, I feel the man could have been more courteous with his response and provided me with a more definitive timeline.

A WMECO representative arrived late the next day and examined the meter box and the feeder cable that runs from the box to the side of our house. It was determined that the feeder cable needed to be replaced and the meter box had rust behind it. On December 18, 2001 we had an electrician replace the feeder cable and he tightened up the slack that runs from the electrical pole to the house. The electrician also looked at the transformer

box on the pole thought that it looked old. There is visible rust on it, and it has been on this pole over twenty-one years. On January 9, 2002 WMECO came to replace the meter.

We would also like to comment that when a major outage occurred a few years ago (during a heavy wet snowstorm), we were without electrical power for four days. We complained to WMECO regarding the length of the outage, but they said there was nothing they could do about it.

Refer to the next two page for logged outages we have experienced. The list is by no means complete, as many outages were not logged.

Submitted by: Peter and Linda Koscinski
 404 Turners Falls Road
 Montague, MA 01351

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Date Power Lost	Time of Outage	Other Comments
11/14/94	N/A	Lost power two times
11/15/94	N/A	Lost power one times
11/20/94	7:48AM	Lost power one times
12/11/94	2:29PM	Lost power one times
4/5-6/1995	5:00PM to 8:30 AM on 4/6	One continuous outage
4/5/95	4:24PM	Lost power one times
May-95	N/A	Lost power two times
7/3/95	Early morning	Lost power one times
7/14/95	Early morning	Lost power one times
7/15/95	2:02PM	Lost power for 10 seconds
8/27/95	6:07PM	Lost power one times
10/15/95	9:09AM	Lost power one times
11/11/95	7:45AM	Lost power one times
2/23/96	2:00AM to 3:00AM	Lost power for 1 hour
4/11/96	7:27AM	Lost power one times
5/23/96	9:30AM	Lost power one times
6/9/96	7:00AM	Lost power one times
8/8/96	N/A	Lost power one times
10/3/96	8:20AM	Lost power one times
12/7/96	1:00PM-4:15PM/9:00PM-9:20PM	Lost power two times
12/8/96	12:00PM to 3:30PM	Lost power one times
12/9/96	During early morning hours	Lost power one times
12/10/96	9:50AM	Lost power for 30 seconds
12/11/96	N/A	Lost power for 3 seconds
3/31/97	After 9:30PM	Lost power one times
8/16/97	7:15PM	Lost power for 10 minutes
10/21/97	2:48PM to 3:03PM	Lost power one times
11/1/97	N/A	Lost power for 5 hours
11/9/97	7:00PM to 8:00PM	Lost power one times
5/30/98	N/A	Lost power for 2 minutes
5/31/98	N/A	Lost power for 1 minute

No log maintained from 6/1/98 to 12/18/00, we do recall power outages did occur in this time period.

12/19/Y2K	11:22AM	Lost power for 4 seconds
3/13/01	2:05PM	Lost power one times
3/19/01	7:05AM	Lost power one times
7/1/01	N/A	Lost power one times
7/2/01	Morning hour	Lost power one times
7/17/01	Morning hour	Lost power one times
8/11/01	9:30AM	Lost power one times

8/19/01	7:00AM to 7:15AM	Lost power one times
8/20/01	1:00PM	Lost power one times
8/22/01	6:00AM	Lost power one times
12/2/01	N/A	Lost power one times
12/7/01	10:59AM	Lost power for 2 minutes
1/7/02	4:45PM	Lost power for 5 seconds

Sincerely,

(Electronically submitted)

Peter F. and Linda J. Koscinski